

IBMhq Test Case Execution Report

Test Case Name:Add Attachment - 1

Requirement Name: CX

Execution Start Time:2020-08-09 14-23-04

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
6	5	1	Fail	4

Step No:1

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. On the left, a navigation menu is open, showing options like Home, Analytics, Incidents, My Inbox, Messages, Contacts, Incidents, Queues, My Incidents, Contacts, Organizations, and Tasks. The main area shows an incident titled 'how this product works ab92547 product is not functioning properly'. The incident details include a contact named 'Adam Smit', organization 'California Federation', product 'ab92547', and category '[No Value]'. The interface also shows a 'Reference #' field and a 'SA' user profile.

Step No:2

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar on the right contains the text 'Reference #'. Below the header, a navigation menu is open on the left, showing options like Home, Analytics, Incidents, My Inbox, Contacts, Organizations, and Tasks. The 'Incidents' option is highlighted. The main content area shows a search bar with the text '200730-000072' and a list of incidents. The 'Incidents' tab is active, and the 'IncidentsMain' element is highlighted. The interface includes various filters and a table of incident details.

Step No:3

Step Description: click on Sub incident menu

Expected Result: click on Sub incident menu

Actual Result: null

Status: Fail

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a navigation menu is open on the left, listing options: Home, Analytics, Incidents, Contacts, Organizations, and Tasks. The main content area shows an incident form for 'Incidents' with the ID '200730-000072'. The form includes a 'Details' tab and a 'Time Billed' section. The incident description is '82547 product is not functioning properly'. The form fields are as follows:

Field	Value
Status	Open
Assigned	Agent Access > Minhaj Ameen
Disposition	[No Value]
Contact *	Adam Smit
Organization Name	California Federation
Product	ab92547
Category	[No Value]

